

ASSIGNMENT 8

Textbook Assignment: "Claims and Inquiries," chapter 10, pages 10-1 through 10-23, and "Mail Directory Service," chapter 11, pages 11-1 through 11-26.

- 8-1. A complaint is an expression of dissatisfaction, discontent, disappointment, or resentment by a postal customer concerning any postal product, service, or postal personnel.
1. True
 2. False
- 8-2. At Navy post offices, the number of mail complaints could be greatly reduced if commanding officers would keep their customers informed of the type of mail service they can expect. This can be done by following which of the following procedures?
1. By the issuance of family-grams
 2. By holding predeployment briefings
 3. By keeping the customers informed of the expected mail services through plan of the day notices
 4. All of the above
- 8-3. Upon the completion of the PS Form 4314-C, Consumer Service Card, the postal customer should retain what copy?
1. Copy 1
 2. Copy 2
 3. Copy 3
 4. Copy 4
- 8-4. The Consumer Service Card file should be maintained in a central location and made up of what copy of PS Form 4314-C?
1. Copy 1
 2. Copy 2
 3. Copy 3
 4. Copy 4
- 8-5. To report complaints by the mailer of the loss of a domestic ordinary letter, you should prepare what PS form?
1. PS Form 565
 2. PS Form 673
 3. PS Form 1510
 4. PS Form 3812
- 8-6. Which of the following persons may initiate a PS Form 1510?
1. Mailer
 2. Addressee
 3. Both 1 and 2 above
 4. The postal officer at the mailing
- 8-7. In processing an inquiry for the alleged loss of a domestic ordinary letter, you refer to the charts exhibited in what publication?
1. The Domestic Mail Manual
 2. The Postal Operations Manual
 3. The Administration Service Manual
 4. The Department of Defense Postal Manual

- 8-8. Indemnity claims can be filed through USPS for which of the following types of mail?
1. A damaged article that was insured by the USPS
 2. A lost registered and Express mail article that was insured by the USPS
 3. Both 1 and 2 above
 4. An article that was commercially insured and entered into the USPS has ordinary mail
- 8-9. An indemnity claim may be filed immediately under which of the following circumstances?
1. Only if the claim is being filed for partial damage
 2. Only if the claim is being filed for complete damage
 3. If the claim is being filed for partial or complete damage
 4. If the claim is being filed for complete loss
- 8-10. Which of the following types of evidence must be provided when a postal claim is being filed?
1. The original mailing receipt
 2. The original wrapper showing the article was insured and the names and addresses of both the mailer and addressee
 3. Either 1 or 2 above, depending upon what is available
 4. A reproduced copy of the mailing receipt
- 8-11. Before a claim is filed for an insured lost article that was mailed by surface ocean transportation, the claimant should wait at least how many days from the date the article was mailed?
1. 75 days
 2. 180 days
 3. 30 days
 4. 45 days
- 8-12. Registered mail indemnity claims must be filed within what maximum period of time from the date the material was mailed?
1. 9 months
 2. 12 months
 3. 3 months
 4. 6 months
- 8-13. Articles with salvage value must be retained at the MPO what number of days before forwarding to the serving Mail Recovery Center?
1. 30
 2. 60
 3. 90
 4. 180
- 8-14. What form number is a receipt for article damage in the mail?
1. PS Form 1000
 2. PS Form 3811
 3. PS Form 3831
 4. PS Form 3841
- 8-15. International inquiry about a lost or damaged registered article should be processed on what form?
1. PS Form 542
 2. PS Form 3812
 3. PS Form 3862
 4. PS Form 3863

- 8-16. What PS form is used to file a claim for an Express Mail article?
1. PS Form 5690
 2. PS Form 2855
 3. PS Form 673
 4. PS Form 565
- 8-17. An application for refund of postage and fees collected for retail must be initiated by using what PS Form?
1. PS Form 3977
 2. PS Form 3887
 3. PS Form 3577
 4. PS Form 3533
- 8-18. Customer may submit PS Form 6401 at any time for a money order inquiry.
1. True
 2. False
- 8-19. The primary purpose of mail directory service is to expedite early disposition of mail that is undeliverable as addressed.
1. True
 2. False
- 8-20. Which of the following Navy commands must maintain a directory file?
1. One that does not have a military post office
 2. One that receives mail through a United States civil post office
 3. One that operates a military post office
 4. All of the above
- 8-21. At commands that have a military post office, who would normally maintain the mail directory?
1. Military postal clerks at that MPO
 2. Command mail orderlies of each department
 3. Postal officer
 4. Administrative officer
- 8-22. Under what agreement does DOD agree to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for nondelivery?
1. Postal agreement between USPS and Department of Defense
 2. Postal agreement between USPS and Department of the Navy
 3. Festal agreement between USPS and Department of the Army
 4. Postal agreement between USPS and Department of the Air Force
- 8-23. What OPNAV form is used to help process directory mail?
1. OPNAV Form 5110/3
 2. OPNAV Form 5110/5
 3. OPNAV Form 5110/9
 4. OPNAV Form 5110/10
- 8-24. The permanent address of one of your patrons who transferred to a new duty station was not available at time of transfer. Pending the patron's arrival at the new duty station, where should you forward the patron's mail?
1. An intermediate activity
 2. A nonmilitary address
 3. The command directory service
 4. A receiving station

- 8-25. Certain service members who are transferred for discharge do not want their mail forwarded to a civilian address. What should the Postal Clerk do with such service members' mail when it has a return address?
1. Return the mail to sender
 2. Send the mail to Chief of Naval Operations (Postal Affairs Branch)
 3. Treat the mail as dead mail
 4. Send the mail in care of general delivery to the post office of the member's home of record
- 8-26. Seaman Foster has been honorably discharged from the Navy. After what minimum period of time should you destroy this individual's directory card?
1. Immediately
 2. 15 days
 3. 6 months
 4. 12 months
- 8-27. The directory file should be screened and all expired directory cards removed and destroyed during what time period?
1. The first workweek of each month
 2. The second workweek of each month
 3. The third workweek of each month
 4. The fourth workweek of each month
- 8-28. The information that is necessary to maintain a proper directory file system can be obtained from which of the following sources?
1. The command change of address cards
 2. Advance copies of an individual's orders
 3. Rosters of attached squadrons and/or detachments
 4. All of the above
- 8-29. The endorsement ADDRESS CORRECTION REQUESTED does not apply to military post offices or unit mailrooms.
1. True
 2. False
- 8-30. The indication that a letter has been given directory service is stamped on what part of the letter?
1. To the left of the address
 2. On the reverse side
 3. Over the postmark
 4. Below the postage stamps
- 8-31. Undeliverable mail for which there is indication that the individual is due to arrive should be held for what maximum period of time?
1. 15 days from the original date
 2. 15 days past the due-in date
 3. 30 days past the due-in date
 4. 45 days past the due-in date
- 8-32. Undeliverable mail for an individual for whom there is no indication of a due-date but you have reason to believe the individual is due to arrive. What maximum period of time, if any, from the original date of receipt should you hold the mail?
1. 15 days
 2. 60 days
 3. 30 days
 4. None since there is no indication of a due-date, mail should be returned to the sender

- 8-33. All undeliverable mail that is being held should be screened against the directory files at least how often?
1. Every day
 2. Each week
 3. Every 2 weeks
 4. Each month
- 8-34. Undeliverable registered mail for which the mailer has not specified a hold period should be held what maximum number of days from the date of original receipt?
1. 10 days
 2. 15 days
 3. 30 days
 4. 5 days
- 8-35. Which of the following PS forms should be used to notify a publisher that a change of address has occurred after transfer of a military member?
1. PS Form 17
 2. PS Form 2759
 3. PS Form 3579
 4. PS Form 6019
- 8-36. Magazines should be forwarded for sixty days to the publishers.
1. True
 2. False
- 8-37. To prevent sending duplicate notifications to publishers, you should follow what procedure?
1. Keeping a log on 3335
 2. Making an entry on OPNAV Form 5110/5 directory file
 3. Either 1 or 2 above, depending on local preference
 4. Making an entry on OPNAV Form 5110/3
- 8-38. Catalogs that are undeliverable should be placed in the post office lobby if your MPO is overseas.
1. True
 2. False
- 8-39. Which of the following statements is/are true pertaining to the proper disposition of undeliverable income tax booklets?
1. They should be released to the appropriate local office designated by the commanding officer
 2. Before releasing the booklets, all address labels should be removed and destroyed
 3. Postal bulletin notices pertaining to nonrelease of income tax booklets do not apply to a military post office
 4. All of the above
- 8-40. If voting and balloting material is undeliverable and a forwarding address is not known, the matter should be returned to the mailer.
1. True
 2. False
- 8-41. Which of the following publications serves as a ready resource for information concerning mail for military members confined for disciplinary reasons?
1. Department of Defense volume I
 2. Department of Defense volume II
 3. Domestic Mail
 4. Navy Corrections Manual, SECNAVINST 1640.9

- 8-42. What endorsement should be placed and/or action taken on an article received at an overseas MPO addressed to an individual not authorized MPO privileges?
1. Endorse the letter RETURN TO SENDER
 2. Destroy the article
 3. Endorse the letter NOT AUTHORIZED MPO PRIVILEGES, but go ahead and deliver the letter
 4. Endorse the letter ADDRESSEE NOT AUTHORIZED MPO PRIVILEGES and return the letter to sender
- 8-43. Mail that received directory service by unit mail clerks should be returned to the serving postal separately from uncanceled outgoing mail.
1. True
 2. False
- 8-44. What action should be taken when your MPO receives a perishable article with a required delivery date but cannot be forwarded to meet that RDD?
1. Dispose of the article as waste
 2. Give the article to the library
 3. Give the article to the postal officer
 4. Forward the article to the Mail Recovery Branch
- 8-45. Mail addressed for members due to arrive how many days past the anticipated arrival date?
1. 5
 2. 10
 3. 15
 4. 20
- 8-46. Mail addressed for members AWOL should be returned to sender after how many days?
1. 30
 2. 60
 3. 90
 4. 120
- 8-47. Accountable mail must be refused by the patron at the time of delivery, before receipting for the article.
1. True
 2. False
- 8-48. Postal clerk must write, "REFUSED" on the front the mail, the date the mail was refused, and sign his name.
1. True
 2. False
- 8-49. Which of the following endorsements should not be placed on casualty mail?
1. MISSING IN ACTION
 2. KILLED IN ACTION
 3. WOUNDED
 4. All of the
- 8-50. Directory mail service for a decommissioned ship is performed for what total period of time?
1. 30 days
 2. 60 days
 3. 90 days
 4. 120 days